

SUBJECT: Communications	NUMBER: 2-23.01
EFFECTIVE DATE:	REVIEW DATE:
NMMLEPSC STANDARDS: ADM.25.01, ADM.25.02, ADM.25.03, ADM.25.04, ADM.25.05, ADM.25.06, ADM.25.07, ADM.25.08, ADM.25.09, ADM.25.10, ADM.26.10, OPR.12.02	APPROVED: Sheriff

I. POLICY

Effective communication in the operation of the department is a vital element of Law Enforcement and plays an important role in officer safety. All radio transmissions are recorded and improper radio usage is grounds for disciplinary action. It is imperative that all employees conduct themselves as professionals while utilizing the communications system. This order is intended to ensure that every step is conducted in an effective, proper and professional manner.

The Valencia Regional Emergency Communications Center (VRECC) will be responsible for the daily communication function for the sheriff's department. The Sheriff is a member of the VRECC board and oversees the functions of the dispatch center included, but not limited to policy and financial oversight.

II. VRECC RESPONSIBILITY

A. VRECC will be responsible for:

1. Radio communications
2. Teletype and automated data communication
3. Alarm monitoring
4. 911 operation center
5. 24 hour service

A. VRECC will maintain a record of all calls which will include;

1. Control number
2. Date and time of request
3. Name and address of complainant (if possible) type of incident reported
4. Location of incident reported
5. Identification of deputy(s) assigned as primary time of dispatch
6. Time of deputy arrival
7. Time of deputy's return to service
8. Disposition or status of reported incident obtain vehicle and suspect information

C. Will insure all radio operations conducted by members of the department will be done in accordance with Federal Communications Commission (FCC) procedures and

requirements.

- D. VRECC will ensure they are capable of communicating on multiple frequencies to relay information from one agency to another agency.
- E. Communications personnel have the responsible for handling any requests for information, telephone calls, computer checks, etc. from members of Law Enforcement in a timely and effective manner. Requests from other department members should be prioritized according to necessity and call load.
- F. Communication personnel will have immediate access to the following:
 - 1. Supervisor in charge
 - 2. Duty roster of all personnel
 - 3. Phone number of all department personnel
 - 4. Visual maps detailing the service area, i.e. county and city
 - 5. Deputy status information, i.e. vacation, sick, training etc.
 - 6. Notification book for emergency contacts numbers
 - 7. Tactical dispatching plans
- G. Communication equipment will be in a dust free environment with limited access. There will be a fire suppression system in place that is suitable for communication equipment.
- H. Recorded telephone and radio transmissions
 - 1. Retention of audio records will be maintained for one (1) year.
 - 2. The audio records will be secured, handled and maintained by the communications supervisor.
 - 3. Access to secure recordings will be limited to law enforcement officers, district attorney's office and available only through the VRECC director or designee.
- H. VRECC security
 - 1. All doors will be closed and locked at all times.
 - 2. Only authorized personnel will have access to the communications center at any time.
- I. VRECC will have a generator, that in the event of disruption of the primary power source, the generator will ensure continuous emergency communications.
- B. VRECC will also have a battery backup.

III. DEPARTMENT/DEPUTY RESONSIBILITY

- A. Each member of the department shall notify communications personnel when their status changes (i.e., traffic stops, arrival at a scene, completion of assignment, etc.). When doing so, the ten code will be used and the information brief. If the need arises for

extended information a telephone will be used or come to the office.

- B. Personnel shall be impersonal on the air. Jokes, wisecracks, or voice inflections that reflect or indicate irritation, disgust or sarcasm shall not be used.
- C. Anytime a deputy is responding to any call, in either a code 2 or code 3, the deputy will notify dispatch of the response code. See VCSO SOP 2-5, Vehicle Operations, for code responses.
- D. When the dispatcher calls any unit, the unit will promptly respond with his/her unit number and location. This shall not be required of CID personnel or Command Staff Officers.
- E. Deputy's shall not engage in debates or argue with the dispatcher concerning an assignment. Conflicts of this nature are routed to the employees' immediate supervisor who clarifies the issue to the best of their ability.
- F. When checking out at a business, always give a street address if possible.
- G. Deputies investigating incidents who find that the location or nature of the call is different from that originally dispatched are to notify the dispatcher of the correct information.
- H. Deputies should listen to make sure the frequency is clear before transmitting.
- I. The on-duty field supervisor will assign the number of deputies to respond to an incident.
- J. On-duty supervisor will respond to any major incident for the purpose of assuming command.
- K. All members of the department with a need have a unique number assigned for radio communications and will utilize this number when calling dispatch. Units should not continue transmission until acknowledged by the dispatcher.
- L. Transmissions regarding emergency situations, pursuits, and serious crimes in progress shall be given priority over all other transmissions. Units not involved in the emergency situation shall stay off the radio until the situation has been resolved.
- M. Units not involved in the emergency situation will limit radio communications to emergency use only.

IV. MAINTAINING A WARRANT AND WANTED PERSONS FILE

- A. Warrants are obtained from the following:
 - 1. Federal Court
 - 2. District Court

3. Magistrate Court
 4. Municipal Court
- B. Communications operator will enter the warrant into NCIC
 - C. All warrants which do not fall under the NCIC guidelines will be placed on a local warrant list. If the warrant does not meet NCIC requirements VRECC sends them back to the issuing courts for all information
 - D. The warrants and the above information will be placed in a file folder and filed alphabetically in communications center.
 - E. Information received from other jurisdictions on warrants will be verified by teletype. Upon service of warrant a faxed copy will be received from originating jurisdiction.
 - F. The notification/cancellation form will be signed by the arresting deputy or communications operator. The communications operator will remove the warrant from NCIC.
 - G. When the communications operations receive information from a law enforcement officer, they will verify all identifiers available before an arrest is made.
 - K. Deputies have 24 hours access to the warrant list, NCIC information.